

FISH Philosophy: MAKE THEIR DAY!

Lee Rutledge, Senior Coordinator
ESC Region XIII



FISH Principles


- Be There
- Choose Your Attitude
- **Make Their Day**
- Play





MAKE THEIR DAY

Encouraging others takes little time and effort. It means seeing opportunities you might not have seen before. The more it happens, the more contagious it becomes.



What does the research say?

What Works in Schools: Translating Research into Action, Robert Marzano

Five School Level Factors (by order of impact on student achievement)

- Guaranteed and Viable Curriculum
- Challenging Goals and Effective Feedback
- Parental and Community Involvement
- Safe and Orderly Environment
- Collegiality and Professionalism



What does the research say?

What Works in Schools: Translating Research into Action, Robert Marzano

Three Teacher Level Factors

- Instructional Strategies
- Classroom Management
- Classroom Curriculum Design



What does the research say?

What Works in Schools: Translating Research into Action, Robert Marzano

Three Student Level Factors

- Home Environment
- Learned intelligence or Background Knowledge
- Motivation



What does the research say?

What Works in Schools: Translating Research into Action, Robert Marzano

Student Motivation:

- If students are motivated to learn the content in a given subject, their achievement in that subject will most likely be good.
- If students are not motivated to learn the content, their achievement will likely be limited.



Marzano recommends...

Action Steps:

1. Provide students with feedback on their knowledge gain.
2. Provide students with tasks and activities that are inherently engaging.
3. Provide opportunities for student to construct and work on long-term projects of their own designs.
4. Teach students about the dynamics of motivation and how those dynamics affect them.



MAKE THEIR DAY!



As you watch the video segment...

- Notice how MAKE THEIR DAY spreads in a classroom.
- What kinds of things MAKE YOUR DAY?
- Think of ways that you MAKE THE DAY of your students.



How Full Is Your Bucket?

Positive Strategies for Work and Life

Tom Rath and Donald O. Clifton, Ph.D.
Gallup Press, New York



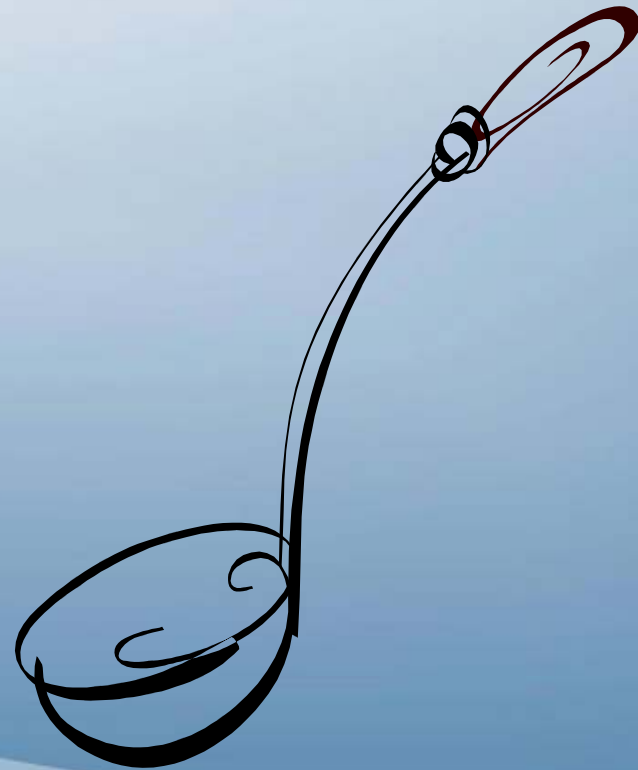
The Theory of the Dipper and the Bucket

- Everyone has an invisible bucket. We are at our best when our buckets are overflowing – and at our worst when they are empty.

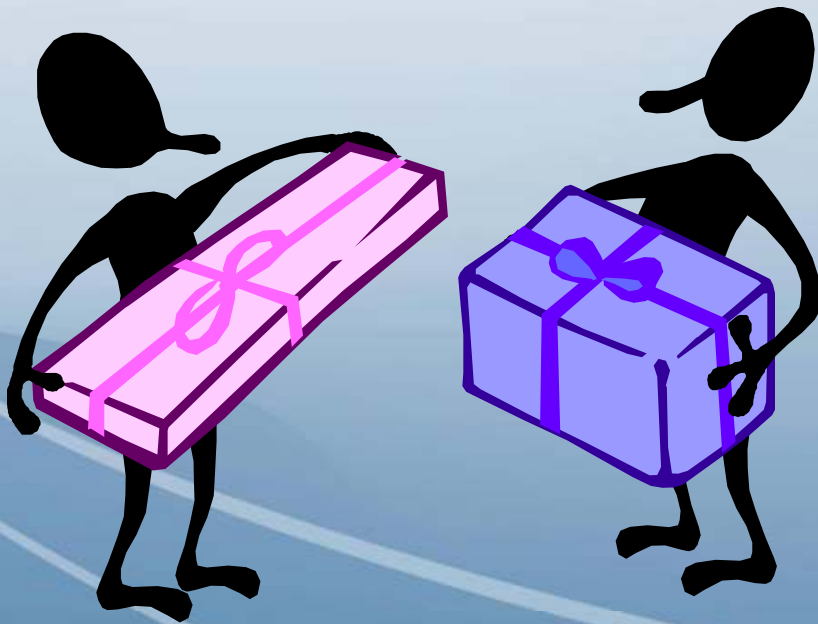


The Theory of the Dipper and the Bucket

- Everyone also has an invisible dipper. In each interaction, we can use our dipper either to fill or to dip from others' buckets.



The Theory of the Dipper and the Bucket



- Whenever we choose to fill others' buckets, we in turn fill our own.

Some Facts...

- The #1 reason people leave their jobs... They don't feel appreciated.
- The cost of disengagement: \$250 - \$300 billion per year.
- A study found that negative employees can scare off every customer they speak with – for good.

More Facts...

- 65% of Americans received no recognition in the workplace last year.
- 9 out of 10 people say they are more productive when they're around positive people.



Final Facts...

- We experience approximately 20,000 individual moments every day.
- Increasing positive emotions could lengthen life span by 10 years.
 - www.realage.com



The Magic Ratio
5 positive
interactions for
every **1** negative
interaction



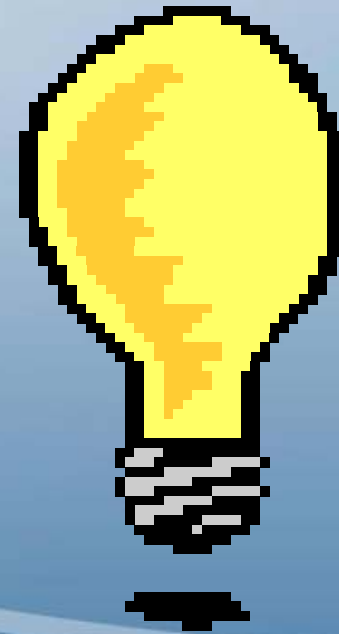
Five Strategies for Increasing Positive Emotion

- Prevent Bucket Dipping
 - View every interaction as an opportunity to add to or take from another person's bucket.



Five Strategies for Increasing Positive Emotion

- Shine a Light on What is Right
 - The power of focusing on what is right.
 - Positive Impact Survey



Five Strategies for Increasing Positive Emotion

- Make Best Friends
 - “If you think about it, most of us join and stay with groups, teams, and organization, because of our “best friends.”
 - Not just A best friend.



Five Strategies for Increasing Positive Emotion

- Give Unexpectedly
 - In your own interactions, look for opportunities to give small gifts to others out of the blue – a smile, an offer of a cup of coffee, a note, etc.



Five Strategies for Increasing Positive Emotion

- Reverse the Golden Rule

*"Do unto others as **they** would have you do unto them"*

Instead of...

*"Do unto others as **you** would have them do unto you."*

What matters to them?

The Bucket Filling Interview



Every time you fill a bucket, you're setting something in motion.

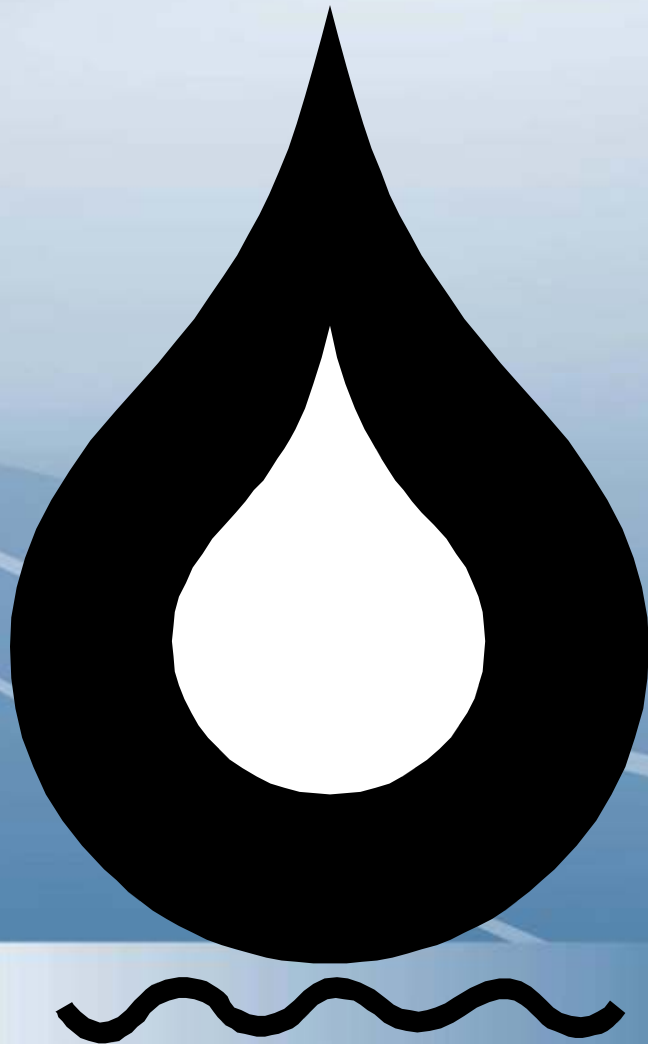
- If you fill two buckets a day, and the owners of those two buckets go on to fill two more buckets, more than a thousand buckets will have been filled at the end of 10 days. And so on...

Do you want to see how much bucket filling you do compared to others?

www.bucketbook.com

- Low impact
- Some impact
- High impact

A Drop For Your Bucket



Thank you for being such a dedicated group of professionals who take care of each other and who work hard on behalf of the families you serve. We hope your bucket has been filled and will spill over to others.

ACTION STEPS

- **Interaction Scorecard**
- **Bucket Interview**
- **Bucket Test**
 - **Review Results**



Self Check



FISH!
Score-Card

	PLAY	MAKE THEIR DAY	BE THERE	CHOOSE YOUR ATTITUDE
With Customers				